



## ***Information Technology (IT) Policies***



### ***070.207 E-mail Distribution Lists***

**Version 2.0**  
**December 15, 2015**

070.207 E-mail Distribution Lists	Current Version: 2.0
070.000 Administrative	Effective Date: 09/01/2002

## Revision History

Date	Version	Description	Author
9/1/2002	1.0	Effective Date	CHFS IT Policies Team Charter
12/15/2015	2.0	Revision Date	CHFS IT Policies Team Charter
12/15/2015	2.0	Review Date	CHFS IT Policies Team Charter

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# 070.207 E-mail Distribution Lists

Category: 070.000 Administrative

## 1.1 Policy

The Cabinet for Health and Family Services (CHFS) manages the use of Email Distribution lists as described in this policy. For the purposes of this policy, distribution lists are categorized into three groups:

- Cabinet Level
- Departmental
- User Defined

Distribution lists are set up and owned by the Commonwealth Office of Technology (COT). These lists are requested by a CHFS agency authorized contact by sending a ticket into the Commonwealth Service Desk for a Distribution List to be created. Once the distribution lists are created, regardless of category, they must have a designated Owner (a CHFS Employee) who will be responsible to oversee the appropriate use of the list and to periodically review the list for accuracy.

Attachments should be avoided, if possible. Users should utilize links to shared sites to provide access to documents.

Brevity is always encouraged.

The owner can designate additional employees to have pre-approved access to the list.

## 1.2 Definitions

### 1.2.1 Cabinet Level

These lists include "CHFS All Staff" and "CHFS Staff QC". The purpose of these lists is to send out information or alerts pertinent to staff from all organizations within the Cabinet. Use of these lists is restricted to the Office of the Secretary, the Office of Personnel and Human Resources Management, and the Office of Administrative and Technology.

### 1.2.2 Departmental

These distribution lists are used for communications directed at a single department or office within the Cabinet. A primary and alternate owner will be appointed by each Commissioner or Executive Director. This appointee will be responsible for ensuring the proper usage of the list and will periodically review the list for correctness.

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### **1.2.1 User Defined**

These lists may be used to correspond with a group of email users who may or may not be within a single Cabinet organizational unit. These groups are designed around a “business purpose” or “area of interest”. Examples include groups such as timekeepers, wireless coordinators, personnel liaisons, EEO Coordinators, etc. These lists must be owned by a Cabinet employee who is a member of the list. The owner will be responsible to oversee the appropriate use of the list and to periodically review the list for accuracy.

## **1.3 Scope**

This policy applies to all CHFS employees and contractors, including all persons providing contractor services.

## **1.4 Policy/Procedure Maintenance Responsibility**

The Office of Administrative and Technology Services (OATS) IT Security and Audit Section is responsible for the maintenance of this policy.

## **1.5 Exceptions**

Any exceptions to this policy must follow the procedures established in CHFS IT Policy #070.203.

## **1.6 Procedures**

### **1.6.1 To Request a New Distribution List**

- Requests must be approved by:
  - Cabinet Level – Secretary’s Office
  - Departmental –Commissioner’s or Executive Directors Office.
  - User owned lists must be approved by the appropriate Branch Manager or Director whose employee will serve as the owner.
- Once approved, requests for establishing an email distribution list should be forward to the Commonwealth Service Desk for processing.

### **1.6.2 To Request Modifications for an Existing List**

- Requests to modify the contents of an email distribution list must be forwarded to the Commonwealth Service Desk. All requests must be concise and clearly indicate those names to be added, deleted, or changed within the list.

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## **1.7 Review Cycle**

Annual

## **1.8 Cross Reference(s)**

- CHFS IT Policy: 070.203- Exceptions to Standards and Policies Policy
- Enterprise Policy: CIO-084-E-mail Review Request Policy